



STUDIO POLICIES

PAY-AS-YOU-GO

- All PAYG sessions must be paid for at the time of booking to confirm.
- Strictly 48 hours notice by email to maia@mhvsvoicecoach.com must be given to reschedule one-to-one sessions.
- If you choose to cancel your booking without rescheduling at the time of cancellation, your fee will be held on account until you reschedule. No refunds will be issued.
- If you arrive late to your session you are entitled to the remainder of your session but the missed time will not be made up and no refunds will be issued.
- Please do NOT attend your session with any communicable illness as this may spread to other clients. If you feel you are getting ill please cancel with the normal 48 hours notice. If you are well enough to attend and your session is still available you may rebook it.
- Rescheduling due to illness is subject to the same 48 hour notice period as any other cancellation.

SINGING COURSES

INVOICING & PAYMENT

The first course must be paid for at time of booking to confirm. You will receive an invoice and student form to complete as confirmation of your booking. If further courses are required, consequent invoices will be sent out, via email, ahead of the last lesson of the current course.

Payment of further invoices is due within 14 days of the date upon the invoice, or 48 hours prior to the first lesson of the upcoming course, whichever is earliest. A notice period of **one teaching term** is required should you wish to stop.

LATE PAYMENT POLICY

If payment is not received by the due date as stated above, interest will be added at an annual rate of 8.75% along with a compensatory charge of £40, in line with the Late Payment of Commercial Debts (Interest) Act 1998.

If recovery of late payments incurs costs to MHVS in excess of these charges, we reserve the right to claim for 'reasonable costs' to cover them.

CANCELLATION POLICY

Strictly 48 hours notice by email to **maia@mhvsvoicecoach.com** must be given to reschedule one-to-one sessions. Lessons canceled without notice will be charged at the full rate and no alternative lesson will be offered.

If more than 48 hours written notice is given to cancel a lesson, an alternative lesson will be offered. This lesson will take place on one of the scheduled 'catch-up' days as documented on TERM DATES, or if a suitable cancellation arises within the same term, you will be offered this. Credits can be redeemed against any of the available catch-up days, but will expire at the end of each term if not used.

Alternative lessons cannot be rolled over into the next course or added to the end of a course; as such 'catch-up' lessons will not alter your invoicing schedule. If a mutually convenient time cannot be agreed, MHVS is not obligated to offer a further alternative and the lesson will be forfeit.

Please do NOT attend your session with any communicable illness as this may spread to other clients. If you feel you are getting ill please cancel with the normal 48 hours notice. If you are well enough to attend and your session is still available you may rebook it. Rescheduling due to illness is subject to the same 48 hour notice period as any other cancellation.

ONLINE LESSONS

Online lessons are subject to the same cancellation notice period as in-person lessons.

It is your responsibility to ensure that you can access Zoom ahead of the lesson and that you are set up, ready to have a lesson. I am unable to help you with this directly before your lesson as it is likely I will be teaching another student. Please refer to MHVS' guide on how to access online lessons.

If, during a lesson, connectivity issues at a student's location impair the accessibility of the lesson, you may be offered to reschedule the remainder of the lesson time for later in the same week. However this will be at the discretion of MHVS and based upon availability. If a suitable time cannot be found, the lesson will not be rolled over and you will be charged.

If you are aware of connectivity issues ahead of the lesson and can give 5+ hour's notice, I can prepare a pre-recorded lesson for you in lieu of the session.

It is expected that you are prepared for your online lesson just as you would be for an in-person lesson. This means that you have all your resources with you.

TEACHER ABSENCE

If I have to cancel a lesson, I will endeavour to give you as much notice as possible. Any cancelled lesson will be made up either during a 'catch-up' day or at a mutually convenient time, without fail.

TERM DATES

Lessons are currently offered during term time only (see TERM DATES). These dates follow the published term dates for Berkshire state schools. If your child's school follows a differing schedule and this prevents you from attending your regularly scheduled lesson, please cancel with the usual 48hrs notice so an alternative time can be offered.

Alternative lessons cannot be rolled over into the next course or added to the end of a course; as such 'catch-up' lessons will not alter your invoicing schedule. If a mutually convenient time cannot be agreed, MHVS is not obligated to offer a further alternative and the lesson will be forfeit.

COURSE CANCELLATION

We are sorry to see you go!
Pre-paid tuition is non-refundable.